



USAID
FROM THE AMERICAN PEOPLE

UKRAINE

SOLICITATION NUMBER: 720-121-23-R-10054

ISSUANCE DATE: November 20, 2023

CLOSING DATE/TIME: December 4, 2023, at 11:59 p.m. Kyiv Time

Dear Prospective Offerors:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with **Attachment 1** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

This solicitation in no way obligates USAID to award a Personal Service Contract (PSC), nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to kyivvacancies@usaid.gov.

Sincerely,

Craig Riegler

Craig Riegler
Contracting Officer

Solicitations open to: Ukrainian Nationals (Residency/Ukrainian Work Permit)
Solicitation No.: 720-121-23-R-10054
Position Title: Computer Management Specialist
Issuance date: November 20, 2023
Closing date and time: December 4, at 11:59 p.m. Kyiv Time
Work hours: 40 hours (Full time)
Position Grade: FSN-10
Market Value: Basic Annual Rate (in U.S. Dollars): \$32,180-41,841 In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Ukraine. Final compensation will be negotiated within the listed market value.
Place of Performance: Kyiv, Ukraine
Period of Performance: One (1) year contract with possibility of extension
Security Level Required: Facility Access

STATEMENT OF DUTIES:

The Computer Management Specialist position is located within the Regional Executive Office, USAID/Ukraine directly responsible with Information Technology (IT) Team members for providing overall data, word processing and telecommunication services to the Regional Mission.

The incumbent reports to the Systems Manager and may receive specific guidance from the Regional Supervisory Executive Officer. This incumbent is responsible for the development of IT business applications for support and technical offices aimed at streamlining the processing and analysis of complex data for a more efficient and effective operation throughout the Regional Mission. The position assists the Systems Manager with the management of Regional Mission's information systems on an as needed basis or when the Systems Manager is out of the office. The incumbent functions as administrator of all systems and ensures maximum system performance is achieved and backup of data is accomplished regularly.

In conjunction with the Systems Manager, the incumbent advises senior management in the selection, procurement, and distribution of equipment and software used in the Regional Mission. The incumbent interfaces with local vendors, USAID/Washington and other non-USAID organizations, as well as assisting USAID Regional users in IT matters. This position also requires a broad and comprehensive knowledge of Local Area Network (LAN) and Wide Area Network (WAN) systems, servers operating systems and PC/Laptop based hardware and software.

During the absence of the Systems Manager the incumbent will serve as Acting Systems Manager, System Owner, network administrator, as will provide supervision to other IT staff.

MAJOR DUTIES AND RESPONSIBILITIES:**IT Systems Operations 40%**

The incumbent assists the Systems Manager in managing computer operations that includes: establishment of security controls for protection of records and files located on servers; responsible for initial installation and configuration of server based computer systems and maintaining both hardware and software; responsible for integrity of computer systems; work

with backs-up system programs and data files as well as provides continuing hardware and software operational support to computer users. Interfaces with service engineers and maintenance personnel to ensure equipment is properly operating. The incumbent is assigned various responsibilities for ongoing computer operations in a server and PC/Laptop environment utilizing complex databases, integrated software, and telecommunications. Included in these responsibilities are the powering up/down of all equipment, system backups, initiating telecommunications as required, ensuring the effective operation of central system hardware/software as well as peripheral devices throughout USAID Regional Mission, distribution of computer produced reports, and adherence by Mission users to overall Mission Computer Utilization Policy as delineated in Mission Orders, Mobile devices support, video communication and presentation equipment.

IT Business Process Development: 30%

The incumbent, in consultation with Support and Technical Offices, develops streamlined computer solutions that will enable staff to process complex data and information efficiently in a timelier manner. The incumbent will work closely with line staff to acquire a deep understanding of workflow requirements in each section as well as the inter-relationships of data flow from one section/office to another. Creates innovative computer-based business solutions that will reduce processing time, enable staff to work smarter, and provide a more efficient and effective flow of information within and outside the Regional Mission.

Applications Support: 15%

The incumbent is responsible for certain aspects of the support of USAID's PC/Laptop based and Windows based applications systems, including complex applications developed by USAID/Washington, and other United States Government (U.S.G.) agencies. Such support includes assistance to users when necessary, the installation of new applications and subsequent updates, performance tuning of software and hardware to ensure maximum efficiency of systems throughput, disk storage utilization, and user response time. Maintaining appropriate user access. This responsibility includes support of complex server-client type applications like E2, and Documentum/ ASIST, etc.

Maintenance and Repair of Hardware and Procurement: 15%

The incumbent is responsible, as assigned by the Systems Manager, for the maintenance and repair of hardware and software to include interaction with USAID/Washington, local vendors, other U.S.G. agencies. In this endeavor, the incumbent must be highly skilled in troubleshooting technical problems and exercising independent judgment to determine source of problems and, in most instances, independently taking corrective actions. The incumbent independently schedules maintenance and advises management on maintenance needs to ensure that USAID Mission's computer operations are not disrupted. The incumbent is responsible for maintaining manual and automated logs and records of all maintenance activities and for submitting periodic reports to USAID/Washington on the installation and maintenance of all hardware installed. The incumbent is responsible to participate with the Mission Management in the selection, procurement, and utilization of IT hardware and software. The incumbent is responsible for assisting the Systems Manager in maintaining all paperwork relating to the procurement and receipt of hardware and software, for assembling and installing PC/Laptop systems and software, and for notifying M/CIO of the maintenance and operational status of all equipment and software received at the Mission. Executes and maintains all required reports and system logs.

The contractor is eligible for temporary duty (TDY) travel to the U.S., or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

Supervisory Relationship: Performs work independently while reporting to the Regional

Systems Manager, who in consultation with the Executive Officer establishes basic parameters of work. Routine reoccurring work is reviewed on a periodic basis. The incumbent reports to the supervisor on accomplishments or for guidance in handling extremely complex challenges.

Supervisory Controls: In the absence of the Regional Systems Manager will supervise the Computer Systems Assistant.

PHYSICAL DEMANDS: The work requested does not involve undue physical demand.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

Education: At the minimum a bachelor's degree in a field related to Information Technology, such as computer science, information systems management, computer engineering, or relevant field is required.

Work Experience: A minimum of five (5) years of responsible experience in operating networks, computers, computer support, and programming. Experience in working with MS Windows Servers/Network administration as well as Laser Printers and Scanners.

Language Proficiency: Level IV (Fluent) of English-language speaking/reading capability. Fluency in Ukrainian languages (speaking, writing, and reading) is also required.

EVALUATION AND SELECTION FACTORS:

The Government may award a contract without discussions with offerors in accordance with [FAR 52.215-1](#). The Contracting Officer reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to [FAR 15.306\(c\)](#). In accordance with [FAR 52.215-1](#), if the Contracting Officer determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the Contracting Officer may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

The technical evaluation committee may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed.

Selection Process and Basis of Evaluation: Offerors who meet or exceed the minimum education and work experience qualification requirements may be further evaluated through review of the offeror's submitted required documents (see points below) and ranked based on the evaluation and selection factors. A competitive range may be established of the highest-ranked offerors, who may be further evaluated through technical/language tests, interviews, and reference checks to determine the most qualified/highest-ranked offeror. Reference checks may be conducted with individuals not provided by the offeror, and without prior notification to the offeror. Any offeror not receiving satisfactory reference checks will no longer be considered for the position. Negotiations may be conducted with the most qualified/ highest-ranked offeror at the conclusion of evaluations.

60 points – Knowledge: The incumbent must have advanced knowledge in IT administration and software including MS Windows Servers management, and other current security and IT admin related programs and software. Must have advanced knowledge of hardware management including servers, personal computers, and peripherals such as wireless network devices, printers, smartphones and audiovisual devices.

40 points – Skills and Abilities: Advanced technical skills in being able to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/Ukraine computer resources. Demonstrated strong ability to work effectively under time constraints with limited supervision. Demonstrated strong interpersonal and teamwork skills are required to resolve priority issues, system limitations, downtime, etc., with key officials, and to develop and maintain two-way communications and promote computer and automation services. Good communication skills are also essential to effective performance in the role. IT Troubleshooting, programming, and application support skills are required.

TOTAL POSSIBLE POINTS: 100 points

HOW TO APPLY:

Eligible Offerors are requested to submit a complete application package which must include all the required documents in English electronically to kvivvacancies@usaid.gov with **Subject line: Computer Management Specialist (720-121-23-R-10054).**

ANY/ALL application submissions received after the closing date will not be considered.

REQUIRED DOCUMENTS:

- 1. Cover Letter:** A memo or email that outlines how your qualifications and experience meet the selection criteria.
- 2. Application for Employment (DS-174):** The form can be downloaded from this link <https://eforms.state.gov/Forms/ds174.pdf>. Offerors must thoroughly complete the DS-174 form in English and are advised to include all of their current and previous work experience related to this position. Offerors may use continuation pages to further explain their relevant work experience, if needed. **AND;**
- 3. Current Resume/Curriculum Vitae (CV):** The CV/resume must contain sufficient relevant information to evaluate the applications in accordance with the stated technical evaluation criteria, listed above.

IMPORTANT:

IN ORDER TO HAVE YOUR APPLICATION CONSIDERED, YOU MUST SUBMIT ALL THREE REQUIRED DOCUMENTS. IF YOU OMIT ANY OF THE REQUIRED DOCUMENTS, COVER PAGE, CV or DS-174 FORM, YOUR APPLICATION WILL NOT BE CONSIDERED.

Note:

- This vacancy is open to Ukrainian Nationals (Residency/Ukrainian Work Permit Required).
- Applications with insufficient, incomplete and inconsistent information to make a determination will not be considered.
- No in-person appointments or telephone calls will be entertained.
- Offerors who are applying for this position must fully meet the education requirement (graduated and degree and/or diploma already received) as specified. At the time of applications, candidates must also meet in full the experience requirement.

- Short-listed candidates will be requested to provide educational documents such as degrees, diplomas, certificates and other pertinent documents (passport, proof of residency or work permit) as needed. Failure to provide the required documentation will result in the rejection of their application from further consideration.
- The Agency retains the full right to cancel or amend the solicitation and associated actions at any time.

BENEFITS/ALLOWANCES:

As a matter of policy, and as appropriate, a CCN PSC is normally authorized the following benefits and allowances in accordance to the Mission Policy:

BENEFITS

- Health and Life Insurance coverage: Provided under the Compensation Plan.
- Defined Contribution Plan: Upon separation, a lump sum benefit equal to 12% of the basic salary earned for the duration worked under the appointment.

ALLOWANCES (as applicable)

- Meal Allowances: The annual amount is \$853 for employees working on a full-time basis.
- Family Allowances: The mission provides a child allowance. Grants amounts are subject to change as determined by the Ukrainian State Budget Law.
- Unique Conditions of Work Allowances/ Benefits: 10% of Basic Rate Additional information may be provided to the selected offeror at the time of the salary offer.

TAXES:

Taxes apply and are deductible as per the Ukrainian government regulations.

USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs:

USAID regulations and policies governing **CCN and TCN PSC** awards are available at these sources:

USAID Acquisition Regulation (AIDAR), Appendix J, “Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad,” including **contract clause “General Provisions,”** available at <https://www.usaid.gov/ads/policy/300/aidar>

Contract Cover Page form AID 309-1 available at <https://www.usaid.gov/forms>.

Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTIT Y (C)	UNI T (D)	UNIT PRICE (E)	AMOUNT (F)
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0001	Base Period - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: Agency/B Code: 797	1	LOT	\$ TBD	\$ TBD at Award after negotiations with Contractor
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Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>

USAID Acquisition and Assistance Policy Directives (AAPD-20-08): Leave and Holidays for CCNs and TCNs, available at <https://www.usaid.gov/work-usaid/aapds-cibs/aapd-20-08>

Ethical Conduct: By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “**Standards of Ethical Conduct for Employees of the Executive Branch**,” available from the U.S. Office of Government Ethics, in accordance with **General Provision 2 and 5 CFR 2635**. See <https://www.oge.gov/web/oge.nsf/OGE%20Regulations>

PSC Ombudsman:

The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.

EQUAL EMPLOYMENT OPPORTUNITY (EEO):

The U.S. Mission in Ukraine provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex (including pregnancy, sexual orientation, gender identity, or transgender status), national origin, age, physical or mental disability, genetic information, religion, marital or parental status, veteran status, membership in an employee organization, political affiliation, or involvement in protected equal employment opportunity (EEO) activity. USAID/Ukraine also strives to achieve equal employment opportunities in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

END OF SOLICITATION